



NATIONAL ELECTRIFICATION ADMINISTRATION

"The 1st Performance Governance System-Institutionalized National Government Agency"



MAY 8, 2024

TO : ALL ELECTRIC COOPERATIVEs
ATTENTION : ALL GMs and NEA BIT FOCAL or POINT PERSON/s
SUBJECT : NEA-BIT Online Service Helpdesk/OTRS Registration
(Request for Email Address)

To improve NEA Business Intelligence Technology (NEA-BIT) services, NEA has facilitated the NEA-BIT Online Service Helpdesk or Ticketing and Resolution System (OTRS).

The above-mentioned OTRS aims to support the full availability of the NEA-BIT. It is the channel by which ECs and NEA can easily address all inquiries and/or concerns about the system.

You can raise questions or concerns about NEA-BIT such as, but not limited to:

- System login concerns
- Updating of Master Data
- Web Portal concerns

In this regard, kindly register your focal persons in OTRS using the QR code below. If you need further assistance with OTRS or any related tasks, feel free to message us at neabithelpdesk@gmail.com.

We look forward to your prompt response and cooperation on this matter.

Thank you.


RODERICK N. PADUA
Oversight Director
NEA-BIT 

